



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

US Xchange of Illinois, L.L.C.
d/b/a One Communications II
for Filing Period 10/1/2009 to 12/31/2009
Tracking Number 3231

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.70	2.60	2.60	2.30
B. Operator Answer Time - Information Section 730.510(a)(1)	6.00	7.00	8.00	7.00
C. Repair Office Answer Time Section 730.510(b)(1)	106.00 *	116.00 *	142.00 *	121.33 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	106.00 *	116.00 *	142.00 *	121.33 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	50.00 % *	67.00 % *
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	53.06 % *	55.88 % *	69.12 % *	60.93 % *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.14	0.51	1.19	0.95
H. Percent Repeat Trouble Reports Section 730.545(c)	15.29 %	13.16 %	12.64 %	13.81 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$744.13	\$728.49	\$1,036.19	\$2,508.81
B. Number of credits issued for repairs - 24-48 hours	5	2	2	9
C. Number of credits issued for repairs - 48-72 hours	2	1	1	4
D. Number of credits issued for repairs - 72-96 hours	3	4	2	9
E. Number of credits issued for repairs - 96-120 hours	4	3	2	9
F. Number of credits issued for repairs > 120 hours	4	2	7	13
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on loop delivery from ILEC.